

POLICE SERVICES SPECIALIST

NATURE OF WORK

This is responsible and complex law enforcement support work at the Police Service Desk. This is a civilian position.

Work involves serving as a liaison between the public, other agencies and the Lincoln Police Department; and assisting commissioned personnel in gathering needed information for investigations. An employee in this class exercises considerable independent judgment with decisions made in accordance with departmental regulations, policies and procedures. General supervision is received from an administrative superior with work being reviewed for adherence to Department procedures and policies.

EXAMPLES OF WORK PERFORMED

Responds to the public's questions and complaints via telephone or walk in traffic; determines the need for law enforcement intervention; researches and answers inquiries or refers individuals to other personnel or agencies.

Enters, retrieves and monitors calls for service via a computer aided dispatch (CAD) system.

Receives and responds to requests from field personnel, external law enforcement agencies and others authorized to receive information.

Operates a voice radio communications system to respond to field requests regarding criminal histories, wanted persons, warrants, stolen items, drivers histories, etc.; retrieves data from one of three computer systems; determines pertinent information to release and transmits data.

Enters, retrieves, updates, deletes and accesses information using a local crime computer and national/state crime computer system.

Monitors, initiates and responds to messages via the Law Enforcement Telecommunications System in accordance with state and federal guidelines.

Maintains and processes arrest warrants, protection orders and all files associated with wanted persons or property entered into the state or national crime computers.

Testifies in court as required.

Investigates belated reports from the public involving misdemeanor larcenies and vandalisms with no physical evidence or suspects; initiates Field Information reports; completes belated accident reports and property reports for items turned in to the Service Desk; completes Additional Case Investigation reports as needed and ensures dissemination to the proper individuals.

Answers Crimestoppers phones; takes information from the caller; completes reports specific to this process.

Maintains a number of logs and/or emergency lists to include towed vehicles, traffic engineering signal and sign concerns, SWAT Team call out instructions, vacation checks, interpreters, City Plat Map, etc. and makes appropriate notifications of these individuals as needed.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of departmental rules and regulations.

Knowledge of City ordinances and State statutes.

Knowledge of geography of the City.

Ability to analyze emergency situations and to take proper action.

Ability to multi-task and prioritize a large volume of traffic.

Ability to communicate effectively verbally and in writing.

Ability to read, interpret, explain and apply information of a complex nature.

Ability to carry out oral and written instructions with little supervision.

Ability to establish and maintain effective working relationships with co-workers, city, county and state agencies and the public.

Skill in the operation of a police radio, telecommunications equipment and related computer equipment.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with experience working with the public in a high impact area, or experience in the law enforcement or corrections field; training or experience with radio, telecommunications and computer equipment.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Certification on the National Crime Information Center computer system is required prior to completion of the probationary period.

Approved by: _____
Department Head

Personnel Director